Terms and Conditions

Bookings
The person completing the booking is responsible for the conduct of their party, it is your responsibility to read the rules & regulations and abide by the rules therein. Not reading the rules is not an excuse for infringement. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking without refund. Oakwood Caravan & Camping Park reserves the right to ban individuals from future use of the park.

A £30 non-refundable deposit is required to secure bookings. Following your booking and confirmed deposit/balance payment you will receive a receipt confirming your payment. Bookings are non transferable . Please bring your booking receipt when checking in at reception. Full payment is required three weeks prior to your arrival date, an email reminder will be sent with the option to pay the balance online. Any booking that has not had its balance paid by the due date will be cancelled with all monies already paid being forfeited.

Oakwood Caravan and Camping Park reserve the right to change the terms and conditions at any time. All latest terms and conditions are available online or upon request.

Conditions of Booking
We reserve the right to decline or terminate the booking of any guest(s) whose party make-up or behavior interferes or may interfere with the general comfort of other guests. In this event no refunds will be made.

Each unit must be accompanied by a parent or guardian.

For the enjoyment of all our guests we ask that noise is always contained to your pitch area and is kept to a minimum between 10pm and 8am. No music after 10pm.

Fire regulations specify that the distance between touring units should not be less than 6 meters, or 3 meters between each awning. Only one car is permitted per pitch. If your habitation door is on the UK drivers' side, you will be asked to drive onto your pitch rather than reverse.

Due to the layout of our park, we regrettably cannot accept fifth wheel units on site.

We cannot accept responsibility or compensation for circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire, technical problems, bad weather and acts of government.

We try very hard to provide all facilities as advertised on our website. It may however be necessary to make some alterations in advance of your holiday. If such a change is necessary, we will endeavor to advise you in writing as soon as possible.

Check-In
Check-in times for touring and camping are from 2pm and departure by 11am. We do not accept new arrivals (without a booking) onto the site after 6pm during high season and 5pm during low/mid-season. If you have made a booking and think you may arrive after office hours, you must contact the park first. We will not accept pre-booked arrivals onto the park after 10pm for touring and glamping and **6pm for tents.**

At check in you will receive a barrier card to access the site. Please return the card to us on departure. Unreturned cards will be subject to a £5 charge.

Awnings / Storage tents
Awnings are free of charge. They must be attached to your vehicle with either an awning rail or guy ropes over your unit and be no more than 3m wide. At the time of booking, you must select a pitch type that allows for an awning. This will allow us to allocate you a suitable pitch. Sleeping in awnings is strictly prohibited.

A small storage tent may be erected within your allocated pitch, max 1.5m x 1m, and must be used for the purpose of storage only.

Gazebos/Event Shelters
Please note, gazebos and event shelters are prohibited on site.

Sleeping in Cars / Vans
Sleeping in cars/van is not permitted, unless it is specifically designed for sleeping, with adequate ventilation, window blinds or curtains and has a fixed or reclining bed.

Children
Children always remain the responsibility of their parents or guardians. It is particularly important that you always know where your children are, and that you provide adequate supervision for them. The play park is open from 8am till dusk or during light nights 10pm at the latest. Ball games are not permitted onsite.

Dogs
We are a dog friendly park and welcome well-behaved dogs, maximum 2 per pitch. Dogs must be kept on the leash / tethered whilst on site. Please pick up after your dog and use the bins provided around the park. Only guide dogs and assistance dogs are permitted in the facility block and laundry room.

Fires
Open fires and disposable/Charcoal BBQ's are not permitted in the National Park. Strictly no wood burning onsite. Gas BBQs are allowed provided they are raised off the ground and extinguished by 10pm.

Drones
For the safety and comfort of all our guests, the flying of drones is strictly prohibited on or over the site.

Vehicles / Bicycles
We have a 5mph speed limit onsite and operate a one-way system. Considerate cycling is permitted during daylight hours only. We do not accept child quad bikes, electric scooters, hoverboards or any other powered transporters. All vehicles must be road legal taxed and insured. Management reserves the right to refuse access to any vehicle deemed unsafe.
We do not allow the charging of Electric vehicles.

Visitors
Visitors are welcome onsite and must report to reception. However, due to parking restrictions we regret that we are unable to offer parking for visitors.
Visitors cars must not be let through the barrier at any time, if found doing so they will be asked to leave the site. All visitors must vacate the Campsite by 10pm

Gas
For safety purposes all touring vehicles equipped with onboard gas must be stored securely inside the gas locker.

Cancellations / Amendments

If we cancel your booking
We always endeavor not to change the date or cancel your booking, but in exceptional circumstances this may be necessary. We will inform you of the change of date or cancellation as soon as possible and give you the following options:

a) accept the alternative arrangements as notified to you.
b) choose another available break from us at the advertised price.
c) cancel your holiday with a full refund of any money you have paid.

If you amend/cancel your booking
If you wish to amend your booking, please let us know as soon as possible. Whilst we will try our best to meet your request, we cannot guarantee we will be able to make the change. Amendments within three days of arrival may be subject to loss of monies paid, however we will always do our best to come to an arrangement. We can not amend booking dates on the day of arrival. Failure to arrive without notification or written cancellation will not be entitled to a transfer of stay or a refund.

If you cancel your booking within 7 days of your arrival date you will forfeit all monies paid. Any cancellation prior to 7 days of arrival will be subject to loss of the £30 deposit.

Prices
The price is for a pitch with one unit (a caravan, motorhome, campervan, trailer tent, roof tent or tent), and a car. An awning may also be booked with all units except a tent (see awnings above). An extra vehicle is charged £10 per night and must be parked in our car park. Prices include 2 adults; extra adults (18+) and children (aged 5-17) are charged at an additional cost. Children under 5 are free of charge. A maximum of 6 people per unit, and the unit must be suitably sized to accommodate sleeping for 6 people.

Liability
Anyone defacing or causing damage to any buildings, equipment or property of the park faces immediate eviction and prosecution. The pitch hirer will be responsible for and charged for any damage /loss caused by themselves or their visitors to the pitch or to any park facility or other resident's property. Your personal belongings, vehicles, vans and their accessories and contents are left at your own risk. Oakwood Caravan & Camping Park or its staff will not be liable for the loss, theft, or damage of any property nor for any injury, accident, or mishap to any person in the park. Customers must ensure that their property is secured and fully insured for any unforeseen eventuality.

Data Protection
The information taken at the time of booking is required to be collected for the purposes of processing your reservation with us. We may process your data to keep you informed of our activities and to keep you updated with news, offers and other information that may be of interest to you. If you do not want us to use your information for the marketing purposes described in this paragraph, please let us know. We may also disclose your data to CampStead Ltd who may contact you, inviting you to complete a questionnaire and review regarding your stay at our park.